

HEALTH AND SAFETY UPDATE

Report of the Director of Housing and Customer Service

1. SUMMARY

Details of recent health and safety performance and current issues.

2. RECOMMENDATION

To consider the report.

3. MATTER FOR CONSIDERATION

3.1 Accident and Incident Reports

Accidents and incidents involving Derby Homes' staff are recorded using a formal reporting system. In July and August there were 6 reported accidents. None of these were Lost Time Accidents (LTA). More details are shown in the attached accident and incident trends chart (Appendix 1).

3.2 Violence and Aggression Reports

Violent, aggressive or abusive incidents towards staff are reported by staff using a formal reporting system. Appropriate action is always taken against the perpetrator. In July and August there were 5 reported cases of violence, aggression or abuse towards staff. More details are shown in the attached violence and aggression trends chart (Appendix 1).

3.3 Violence and Aggression Management

We have revised the management of violence and aggression reporting and warnings. The process is now managed and coordinated by the Neighbourhood Safety Manager. This change allows improved coordination of information relating to violence and aggression, anti social behaviour cases and information from partner agencies including the Police and the Probation Service. This will enhance the warnings and control measures in place to protect staff.

3.4 Health and Safety Advisor Post

Lee Wheatley, formally in the Performance Team, has been appointed to the post of Health and Safety Advisor. Lee will assist the Senior Health and Safety Advisor in the management of health and safety across the business while focussing on the new repairs and maintenance section.

- 3.5 It was agreed at the July Board meeting that a summary of the Health and Safety Forum issues will be included in future reports. As the Health and Safety Forum is on Tuesday 21 September, a verbal update on issues discussed at this meeting will be provided by the Director of Housing and Customer Service.

4. HEALTH & SAFETY IMPLICATIONS

It is a legal responsibility of the Board to ensure effective health and safety management is maintained within the company. This report provides the relevant information to enable the Board Members to monitor this.

The areas listed below have no implications directly arising from this report

- Consultation
- Financial and Business Plan
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Risk
- Policy Review

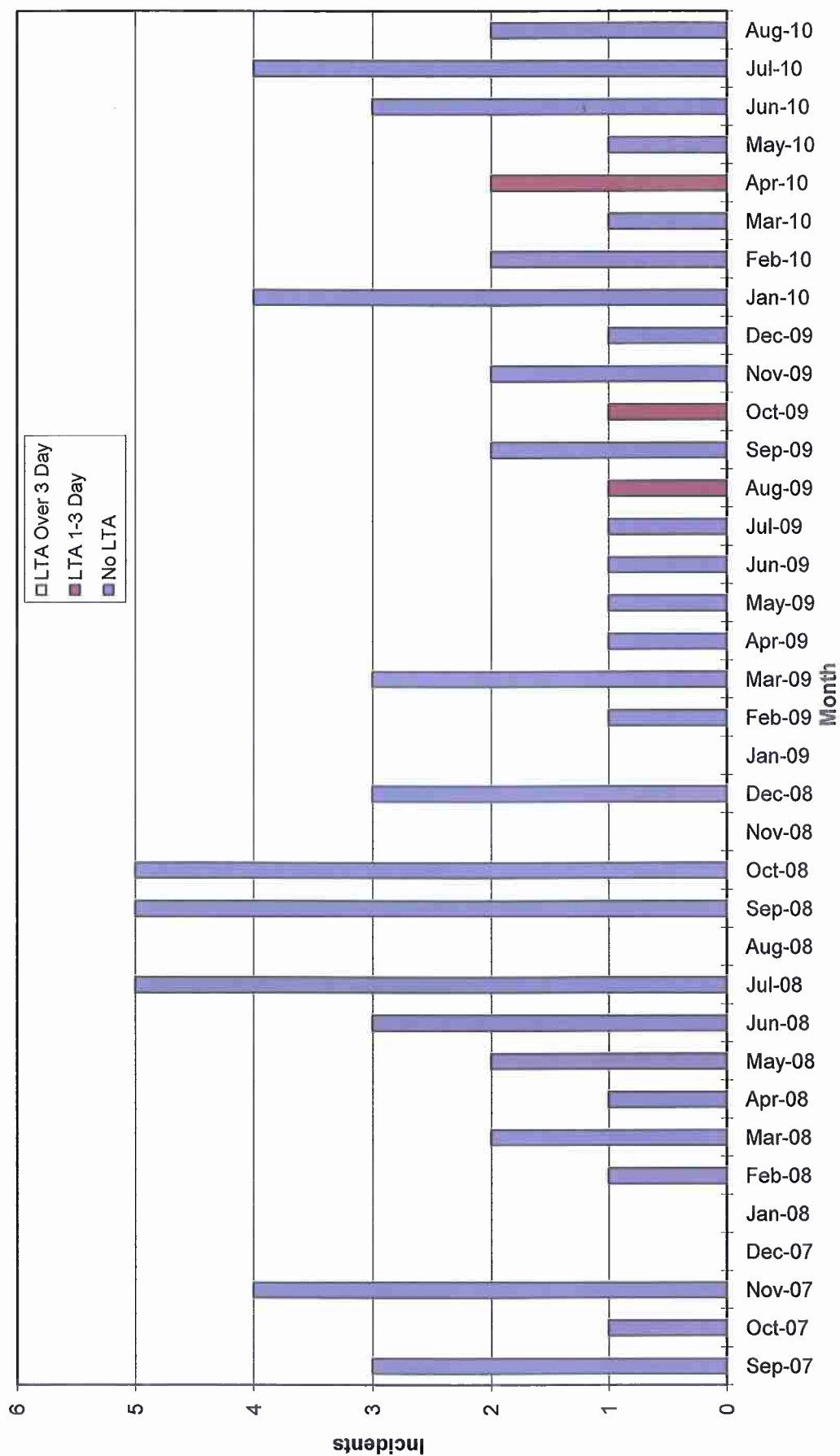
If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, phil.davies@derbyhomes.org - Tel 01332 711010

Author: Stuart Hufton, Senior Health and Safety Advisor, Telephone 01332 711079, Email stuart.hufton@derbyhomes.org

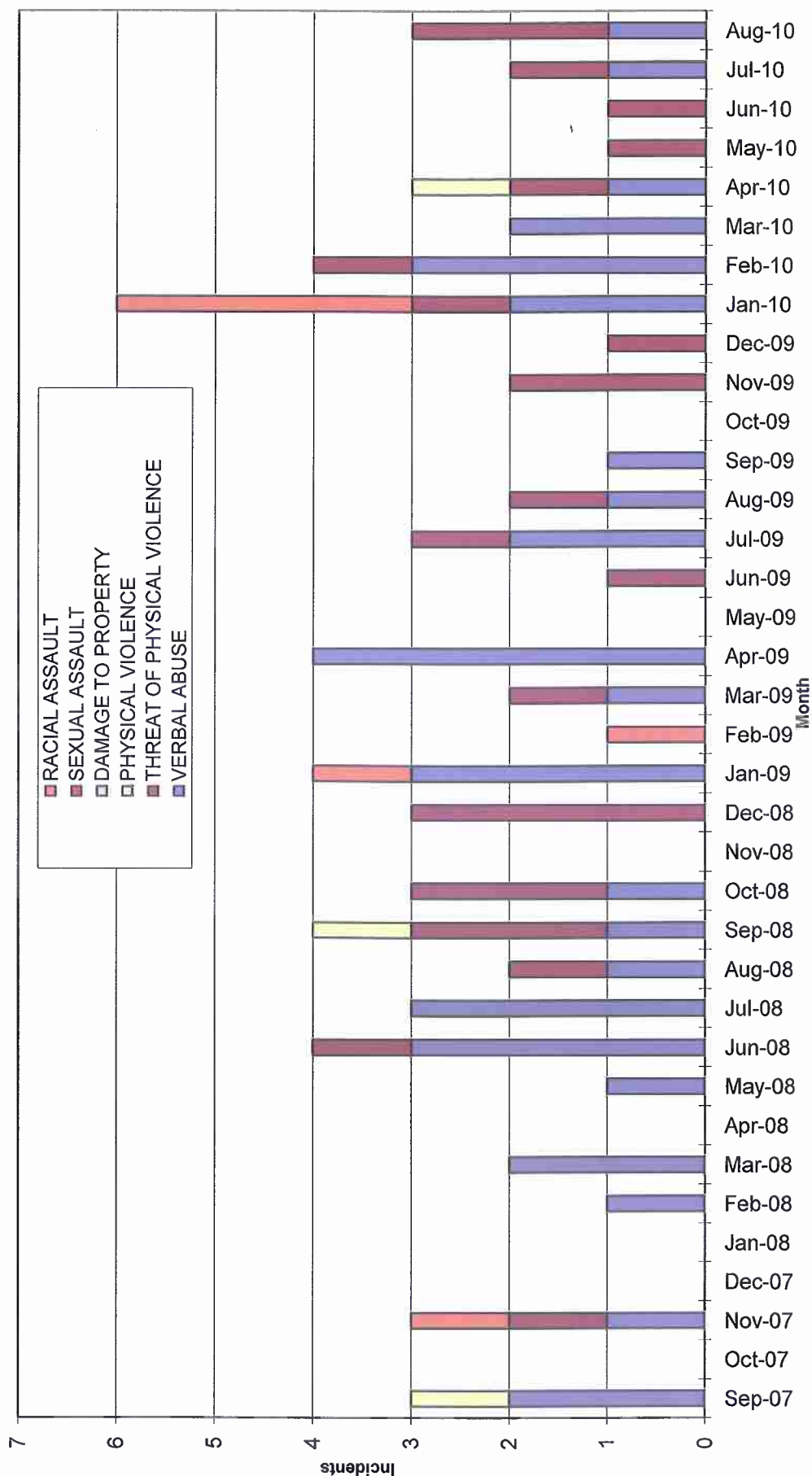
Background Information: None

Supporting Information: None.

Accident & Incident Trends



Violence & Aggression Trends



DERBY HOMES

SUMMARY OF REPORTED ACCIDENTS JULY AND AUGUST 2010

DATE	JOB	LOCATION OF INCIDENT	DETAILS OF INCIDENT	DETAILS OF INJURY
29/06/10	Housing Officer	Arthur Court	Twisted ankle on large dip in pavement.	Swollen ankle and bruising.
12/07/10	Enquiry Centre Advisor	Cardinal Square car park	While crossing the car park entrance the barrier closed and hit her in the face. It was raining, her hood was up and she didn't see the barrier closing.	Swollen and bruised cheek.
12/07/10	Plumber	Cheasapeake FRC	Slipped whilst walking downstairs and fell onto my back.	Cuts and bruises Right arm leg and back.
14/07/10	Joiner	Beaufort St	Carrying a damaged wall unit that had a sharp edge, moved hand across unit and slashed the end of both fingers.	Cut index and forefinger.
15/07/10	Clerical Officer	Cardinal Square lift	While getting into the lift with the mail trolley the doors closed and caught left arm.	Bruising.
03/08/10	Electrician	Exeter House	Chopping out by hand a large hole through a very thick wall, after finishing work my arm was very painful and swollen.	Swollen left arm/elbow.
09/08/10	Apprentice Plumber	Bennett Street	Whilst cutting a window lock with a junior hacksaw she slipped and caught middle finger.	Cut left middle finger.
02/09/10	Joiner	Garage 28 Southcroft Ave	Job to re-hang garage door. One of the arms which lift the door was snapped so when lifting the door it dropped one side, causing me having to lift the door from underneath when it slipped out of my hands causing the door to fall and land on my head giving a cut to the head above the right eye.	Cut above right eye.

DERBY HOMES
ABUSE, AGGRESSION AND VIOLENCE CASES
JULY AND AUGUST 2010

NOTE: *The details of incidents and actions in this summary are reproduced as they appeared in the original reports and intended as a guide only. Some details may have been omitted or paraphrased for the purpose of this summary.*

WARNING INDICATORS: When a warning indicator is placed on the housing management system it will be subject to review. All warnings will stay on for a minimum of six months and are then reviewed twice per year. For minor cases, if there have been no further incidents the warning will be removed.

Date of Incident	Details of Incident	Action Taken
14.05.2010	During a home visit the perpetrator told the Housing Officer that "I don't like your attitude." This was said before the Housing Officer had uttered a word. The perpetrator accused the officers of breaking into her flat. The perpetrator then went on to say to the Housing Officer "Come down here and speak to me." The perpetrator was said to be aggressive in her tone and threatening in her stance towards the officer. The perpetrator said "I would break the law and go to court for you." The perpetrator slapped the hand of the officer accused the officer by saying "You're trying to kill me."	The Housing Manager has issued a warning letter to the perpetrator. A case has been opened up on the CSM to record this incident to ensure a mental health assessment is completed and referral to the appropriate team is made. Red warning placed on Academy with clear notes. No further incidents recorded as of 14 September 2010.
19.07.2010	Perpetrator attended housing office whilst it was closed via the rear entrance, in relation to a rent arrears issue. Whilst at the rear door, the perpetrator was verbally abusive by using words like "bloody" and "f**king." He also wedged his foot into the doorway so the rear door could not be closed. He was shouting and said that he would not leave until something was done. When the perpetrator did leave, he slammed shut the open kitchen window of the office as he passed and said to an officer "what you looking at you f**king whore."	Housing Manager has issued a warning letter. Red warning put on Academy with clear notes. No further incidents recorded as of 14 September 2010.

22.07.2010	Perpetrator came into housing office and was aggressive in his tone towards the Reception Officer. He was shouting and waved his arms about aggressively whilst talking to the officer. He said "just because I'm not white, I am black you should treat me differently."	Housing Manager referred the perpetrator to the in house mental health worker to establish links with Mental Health Services. The matter was reported to the Police, who visited the perpetrator and gave him a verbal warning. Red warning placed on Academy with clear notes. Explored the possibility of extending the perpetrator's Introductory Tenancy. Warning letter issued to perpetrator. No further incidents recorded as of 14 September 2010.
10.08.2010	The perpetrator pulled open the door of the contractor's van and said "where the f**king hell have you been." The perpetrator then went on to say "no you f**king haven't, you have been messing me around for the last 14 months, I've had enough of you f**king bastards, you were meant to be here for 8am. You are going to lose your f**king jobs. This is the last time you will work in Derby." The contractor asked the perpetrator 5 times to remove his hand from the inside of the van door and to close it. He slammed the door to the van and left the area.	Warning letter issued by housing manager. Red warning placed on academy with clear notes. No further incidents recorded as of 14 September 2010.
18.08.2010	Perpetrator shouted at Housing Officer and accused the officer by saying "don't call me a liar." The perpetrator was shouting and went on to say "you're lucky I haven't hit you yet." The perpetrator said "I can be racist if I want. Here I can be racist, get that fat bitch out of that property." The perpetrator then called the officer "a t**t."	Housing Manager telephoned and left a message for the perpetrator to contact her. Warning letter was issued. Red warning placed on Academy with clear notes. No further incidents recorded as of 14 September 2010.
26.08.2010	Perpetrator called Housing Officer "a F**king Bastard." During telephone conversation and kept on interrupting the officer during the conversation. The perpetrator accused the officer and the office manager of trying to get him thrown out and eventually slammed the phone down, ending the call. A day later a letter was received by the Housing Officer alleging that the Housing Officer was a "druggie."	Matter reported to the Police who have visited and issued a verbal harassment warning. Warning letter issued to perpetrator. Red warning placed on Academy with clear notes. No further incidents recorded as of 14 September 2010.

